

OUR GENERAL TERMS AND CONDITIONS

H o t e l

Reservation

- The general booking conditions are applicable to all reservations whether made over the phone, by fax, post or email.
- A provisional reservation can be made by phone, fax, post or email. Once you have provided us with a credit card number you will be entered into a legally binding agreement with our establishment, this also implies your acceptance of our terms and conditions.
- For all of our special offers, a credit card number must be provided before we can confirm your reservation.

Special Offers

- The total amount of your reservation will be debited at the time of booking from the credit/debit card provided as guarantee. Your reservation will then become non-amendable and non-refundable.

Arrival / Departure

- Your room is available from 3:00 pm and must be vacated by midday.
- We will do our utmost to ensure your room is ready as quickly as possible.
- All reservations are guaranteed until 6:00 pm. Kindly advise us in case of a later ETA.

Prepayment / Cancellation

- Our prepayment and Cancellations policy are:
 - **Stay for 1 to 2 nights**, Valid Credit card number as a guarantee / Cancellation prior to 48 hours in advance of arrival don't incur any charges / Cancellation less than 48 hours before the stay: 30% of the night charged
 - **Stay for more than 3 nights**, deposit 30% of the total stay / Cancellation prior to 48 hours in advance of arrival don't incur any charges / Cancellation less than 48 hours before the stay: the hotel keep the deposit.
 - **Special Events***: deposit 50% of the total stay / Cancellation prior to 15 days in advance of arrival don't incur any charges / Cancellation less than 15 days before the stay: the hotel keep the deposit.
 - **Group stay start from 4 rooms**, deposit 50% of the total stay / Cancellation prior to 7 days in advance of arrival don't incur any charges / Cancellation less than 7 days before the stay: the hotel keep the deposit
- The remaining balance is to be settled on departure.
- The cancellation of your reservation is carried out by the reception following written confirmation from you by email or letter. The date we receive your request to cancel your reservation (by email, letter, telephone or fax) is the cancellation date.
- In case of a no show and the absence of a request for cancellation, the full amount of your reservation will be charged.

Curtailed Stays

- For any curtailments of your stay, not advised at least 48 hours beforehand, the cost of one night will be charged by the hotel, in compensation.

*14 February, 24 December, 31 December, Event evenings, theme stay (ex : mushrooms)

www.manoir-du-lys.fr


HOTELS
RELAIS DU SILENCE

HÔTEL ★★★★★

RESTAURANT GASTRONOMIQUE ÉTOILÉ ★

ROUTE DE JUVIGNY - LA CROIX GAUTIER - BAGNOLES DE L'ORNE

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